GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:328
ANSWERED ON:12.12.2001
MAIL SORTING AND DELIVERY SYSTEM IN METROPOLITAN CITIES
VINAY KUMAR SORAKE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Department of Posts conduct National Test Letter Runs to test the efficiency of mail sorting and delivery system in metropolitan cities;

(b) if so, whether it is a fact that almost 50% of the mail is delivered late and preliminary sorting is not conducted properly in Chennai, Delhi, Hyderabad and Mumbai post offices;

(c) whether automatic mail processing systems, commissioned in metro cities, are grossly under utilised, while extra amount is spent on manual sorting; and

(d) if so, the details thereof and reasons therefor?

Answer

THE MINISTER OF PARLIAMENTARY AFFAIRS, INFORMATION TECHNOLOGY AND COMMUNICATIONS (SHRI PRAMOD MAHAJAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 328 FOR 12TH DECEMBER, 2001 REGARDING MAIL SORTING AND DELIVERY SYSTEM IN METROPOLITAN CITIES.

The National Test Letter Run(NTLR) which was introduced for assessing the performance of Quick Mail Service has since been abolished consequent upon the abolition of that service. However, for monitoring the quality of delivery efficiency of mails on a regular basis all over the country, the Department has introduced the system of Live Mail Survey for the urban as well as ruralmail. In addition, the Department also carries out special mail survey annually in the month of September.

As per the results of the Metro Mail Survey conducted in September, 2001, the delivery efficiency of mails in Chennai, Delhi, Hyderabad and Mumbai is as follows:-

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Chennai   98.9%
Delhi   98.5%
Hyderabad 96.1%
Mumbai   99.1%
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2. Preliminary sorting of mails is done in the post offices in Delhi and Hyderabad.In Chennai and Mumbai, preliminary sorting is not required to be done in the post offices, as the mails cleared from the letter boxes are taken directly to the Automatic Mail processing Centres for further processing.

3. Automatic Mail Processing Centres (AMPCs) have been commissioned at Mumbai and Chennai only. The full capacity utilisation of Automatic Mail Processing Centres depends on availability of machinable mails which conform to standards of size, length, breadth, thickness, non-use of stapler pin etc. Non-availability of sufficient machinable mails is the main reason for under utilisation of the AMPCs as and when that happens. Certain percentage of mail rejected by the machine due to inferior quality of mail, illegible handwriting, size and shape etc. is only disposed off manually and such a situation is inescapable and is a world-wide phenomenon. The Department is making all possible efforts to popularise the concept of machinable mails and educate the members of the public in suitably preparing their mails.